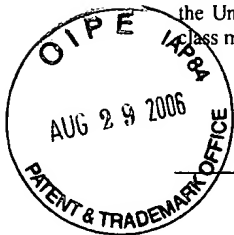


I hereby certify that this correspondence is being deposited with the United States Postal Service, with sufficient postage, as first class mail in an envelope addressed to:



Commissioner for Patents  
P.O. Box 1450  
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on August 25, 2006

Date of Deposit

John G. Rauch

Name of applicant, assignee or  
Registered Representative

A handwritten signature in black ink, appearing to read "John G. Rauch", written over a horizontal line.

Signature

8/25/2006

Date of Signature

Our Case No.10022/225

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Missinhoun, Jean L., et al.

Serial No. 09/608,293

Filing Date: June 30, 2000

For SYSTEM AND METHOD FOR  
PROVIDING A MULTI-CHANNEL  
CUSTOMER INTERACTION  
CENTER

)  
)  
) Examiner: Boyce, Andre D.  
)  
) Group Art Unit No. 3623  
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## AMENDMENT AND SUBSTANCE OF INTERVIEW

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In reply to the Office Action dated February 27, 2006, Applicant has timely filed this Amendment by Certificate of Mailing. Applicant respectfully requests the Examiner to withdraw the objections and rejections to this application and to grant allowance of this Application in view of the following remarks and amended claims. Please amend claims 1, 5, 6, 21-24, 27, 29, and add new claims 31 and 32.